

**From:** maureen@wt6.usdoj.gov@inetgw  
**To:** Microsoft ATR  
**Date:** 12/27/01 2:07am  
**Subject:** RE: Judgement of Microsoft

As a private citizen of the United States and a computer user, both at home and at work, I was very disappointed to see that the DOJ appears to have been bought and paid for by Microsoft (Bill Gates). There is nothing in the document that protects my rights as a citizen. According to this proposed document I would have to use Microsoft products. When I purchase a new machine, I would have to purchase it with Microsoft on it.

What happened to my freedom of choice.

I use three forms of Microsoft products at work. I am a 911 call taker and dispatcher. Our radio system is based on Windows NT. The machines freeze approximately once a month. This means we are not able to talk to the units we have dispatched in the field until we reboot the machine (providing it only has to done once). This could cost lives of the very people who protect and serve the public. Our 911 phone system is based on Windows 2000. Of the six machines we use, at least two of them freeze in the middle of 911 calls once a week. These people call us for help. They have a prowler, maybe a house fire, or a domestic. When these calls get cut off we don't even know where they go. All we can do is try to call the number back (after we reboot the machine, which takes about 3 minutes), or pray they call us back. Our CAD, Computer Aided Dispatch, machines are based on Windows 98SE. These are the machines we use to record the call and the response of the units. It also holds all the information regarding the call. They freeze at least twice a month. This is not too much of a problem providing all three machines don't freeze at the same time. All our machines are networked. All of been installed by Microsoft certified people. They cannot stop these machines from freezing.

The above happens because Microsoft is the defacto OS. We have three different versions of Microsoft software. All three fail us. There have been no improvements in there software since 3.0 came out. The loss of information has cost companies millions of dollars. The down time of employees increases this amount. The loss of life due to software failure should not be permitted.

At home I choose to use Linux. I paid for the boxed version because I believe in supporting companies that supply to the consumer a decent product. It doesn't crash, freeze, or change any of my input information. When I retrieve a file, it is exactly what I had saved. I don't have to reboot. In fact I haven't rebooted my machine in months. I have a multitude of choices in software. I also did not have to pay an enormous fee for the software included with the OS I choose.

Should you continue with the proposed judgement I would not be able to surf the internet as in the past. Microsoft would, with its proprietary software, not allow me to connect to any MNS sites. I would be unduly restricted from many websites including the Government ones that I use frequently.

Please reconsider your judgement. Do not allow Microsoft to keep their monopoly in the software market. Protect us, the public, who use software. Allow us, the public, to have the freedom of choice.

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